

## **Who will make my inspection?**

Inspections are generally made according to trade so that an electrical inspection is done by an electrical inspector and a plumbing inspection by a plumbing inspector, and so on.

### **City of Norman Building Inspectors:**

- Lonnie Gross, Building/Concrete... 366-5382
- Greg Clark, Building/Concrete..... 366-5346
- Kevin Potts, Electrical..... 366-5336
- Kenny Chapman, Electrical..... 366-5337
- Larry Durham, Plumbing/HVAC... 366-5331
- Denis Mantooth, Plumbing/HVAC. 366-5345
- Mike Hale, Plumbing/HVAC..... 366-5356

### **City of Norman Public Works Inspectors:**

- Miles Cotton, Const. Inspector..... 473-0577

The inspectors can usually be reached by phone between 8:00 and 8:30 a.m. and 4:30 and 5:00 p.m. each day. If they are unavailable, please leave a voice message on their phone, and they will return your call as soon as possible.

## **Can I arrange a specific time?**

Yes, a specific time can be arranged with the inspector, if he is available. To arrange a time, please call the inspector directly, or leave a message for the inspector to call you to set up a time using the messaging feature on the IVR. This must be done at least a day prior to the requested inspection date. In addition to making arrangements directly with the inspector, be sure to schedule the inspection on the IVR. Without a work order, the inspector will not make the inspection.

## **Can I meet with an Inspector?**

Yes, to meet with an inspector, call the inspector at their in-office phone number (listed on this brochure) to make arrangements. You can also leave a message for the inspector using the messaging feature on the IVR. If the meeting results in an extra trip for the inspector, a \$25.00 trip fee will be charged.

### **Will the Permit Counter contact an Inspector for me?**

**No, the Permit Counter cannot contact an inspector for you.** If you wish to contact an inspector, you must call the inspector directly. However, if you have an emergency where the public's health, safety or welfare is at risk, the Permit Counter will attempt to locate an inspector for you, call the Permit Counter at (405) 366-5339 and give them the details.

### **What if I have a question?**

If the question is about the results of an inspection, please call the automated system at (405) 366-5333. If the question pertains to one of the trades, please call the appropriate inspector directly. If the inspector is unavailable, leave a voice message, and your call will be returned. For all other questions, please call the Permit Counter at (405) 366-5339.

### **When will I get my results?**

Results are usually available through the IVR on the same day the inspection is made. If you need them sooner, they are posted at the job site.

### **Inspection Result Codes:**

Approved = AP  
Approved with Exception = AE  
Cancelled = CA  
Disapproved = DA  
Disapproved with Penalty = DP



## **City of Norman**

### **IVR information for One & Two Family Dwelling & Related Residential Automated Inspections**

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**(405) 366-5333**

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Building Permits & Inspections	(405) 366-5333 - IVR
201 W Gray Bldg A	(405) 366-5445 - FAX
Norman, OK 73069	(405) 366-5339 - VOICE

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## **What is the IVR ?**

### **(Interactive Voice Response)**

The IVR (Interactive Voice Response) is an automated phone system that allows you to request inspections, get inspection results, find out what inspections have already been requested, and cancel inspections (as long as you cancel before the work order is printed.)

### **When is it available?**

The IVR is available from 2:00 a.m. to 11:00 p.m., seven days a week, 365 days a year. However, it may be off on an occasional weekend or holiday for maintenance.

### **When will I get my inspection?**

All inspection requests called in before 8:15 a.m. are typically done on the same day, if possible. All inspections called after 8:15 a.m. will generally be done on the next business day, if the workload allows.

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## How does the IVR work?

Simply dial (405) 366-5333 and follow the voice directions. Steps for requesting an inspection are included below:

**Step 1:** Dial (405) 366-5333. *The system will advise you to...*

**Step 2:** Press 1 to schedule an inspection. *Then...*

**Step 3:** Enter *Phone Access Code* shown on the permit, followed by the pound (#) sign. *The system will say "The site address is (permitted address)", then advise you to...*

**Step 4:** Enter the inspection type code. If you do not know the inspection type code, you may press the star (\*) key for a list. *Next...*

**Step 5:** To schedule the inspection for the first available day, press 1; second available day, 2; third available day, 3; fourth available day, 4; fifth available day, 5. *Then you will be advised that...*

**Step 6:** Although we cannot guarantee the time of inspection, you may indicate when the work will be complete. If the work will be ready for inspection by 8:00 a.m. the day of the requested inspection, press 1. If the work will be ready for inspection after noon on the day of the requested inspection, press 2. **This does not insure a morning OR afternoon inspection.**

**Step 7:** To leave a message for the inspector, press 1. To proceed without leaving a message, press 2. *You cannot leave a message to set a specific time, but you can leave a message asking the inspector to call you to set up a time. The system will then...*

**Step 8:** Recap the date, type and address of your inspection request, and give you the following choices: To hear your confirmation number and hang up, press 1. To schedule another inspection on this permit, press 2. To schedule an inspection on a different permit, press 3. To return to the main menu, press 4. ***To ensure your inspection request is accepted, you must wait for the confirmation #.***

## Inspection Types and Codes:

BUILDING			
Inspection Type	Code	Inspection Type	Code
Footing .....	210	Frame .....	250
Slab.....	220	Wall Insulation.....	255
Fireplace .....	240	Fire Dmg Assmnt....	257
Fire Res. Const.....	245	Attic Insulation.....	270
Exterior Sheathing ...	247	Building Final.....	275
On-Site Consultation.	299	Tree Inspection.....	285
PUBLICWORKS/ENGINEERING			
Inspection Type	Code	Inspection Type	Code
Pad.....	200	Sidewalk.....	265
Approach/Sidewalk...	260	Engineering Final.....	280
On-Site Consultation.	268		
ELECTRICAL			
Inspection Type	Code	Inspection Type	Code
Construction Pole.....	310	Rough In.....	350
Wall Conduit.....	320	Permanent Service.	355
Ceiling Conduit.....	325	Meter Re-hang.....	380
Slab Conduit.....	330	Service Change.....	390
Rough In/Perm.....	345	Electrical Bonding...	510
On-Site Consultation.	399	Electrical Final.....	375
PLUMBING/FUEL GAS			
Inspection Type	Code	Inspection Type	Code
Ground.....	710	Top Out.....	745
Gas Service.....	720	Gas Inside.....	755
Gas Meter Rehang...	725	Top Out/Gas Inside.	750
Water Service.....	730	Hot Water Heater....	780
Sewer Service.....	740	Sprinkler.....	790
On-Site Consultation.	799	Plumbing Final.....	775
MECHANICAL			
Inspection Type	Code	Inspection Type	Code
Duct Under Slab.....	610	Furnace.....	660
Duct Over Head.....	650	Temporary Heat .....	665
Duct O/Head Furn.....	652	Change-out.....	680
On-Site Consultation.	699	Mechanical Final.....	675
MANUFACTURED HOME			
Inspection Type	Code	Inspection Type	Code
Footing.....	810	Final.....	875

## Inspection Types and Codes (continued):

SWIMMING POOL			
Inspection Type	Code	Inspection Type	Code
Electrical Bonding ....	510	Pool Final.....	575
SIGNS			
Inspection Type	Code	Inspection Type	Code
Footing.....	410	Sign Final.....	475
DEMOLITION			
Inspection Type	Code		
Demolition Final.....	975		

### What if I lose my access code?

If you lose your permit and phone access code, please call (405) 366-5339 and request another copy. We will gladly mail a copy of your permit to you. However, for security reasons, your code cannot be given out over the phone or by fax. If you wish, you may, with proof of identification, pick up a copy of your permit at the Permit Counter.

### What if I have an emergency?

When the public's health, safety or welfare is at risk, the City will always attempt to do an emergency inspection. To request an emergency inspection call the Permit Counter at (405) 366-5339 and give the nature and location of the emergency.

### Can I get a weekend inspection?

Generally yes, but you'll have to go to the Permit Counter to make arrangements and pay in advance. The cost is \$50.00. (Arrangements and payment must be received by 3:00 p.m. the day before the weekend or holiday.) *The inspection requested will only be accommodated if an inspector is available.*

In accordance with the City of Norman Adopted Building Code, work requiring a permit requires **an approved final inspection for completion.**